(b) Expansion/renewal of fleet by Air India is a continuing exercise and depends on the resources of the airlines, traffic requirements, suitability of the aircraft type, viability of operations on various sector/routes etc.

Cancellation of Air India Flights to Jeddah-Delhi-Jeddah

3989. SHRI K. RAHMAN KHAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India had cancelled its flights at Jeddah-Delhi-Jeddah section;

(b) if so, the reasons therefor; and

(c) whether Air India will consider linking Delhi with Jeddah as there is considerable traffic?

THE MINISTER OF CIVIL AVIATION (SHRI C.M. IBRAHIM): (a) to (c) Air India had suspended its services on Delhi-Jeddah-Delhi sector from 1.8.96 to 14.4.97 due to operational reasons. However, with effect from 15.4.97, Air India has started operating a flight on Mumbai-Delhi-Jeddah-Delhi-Mumbai sector with B-747 aircraft. Delhi is also linked to Jeddah over Mumbai on Air India flights twice a week.

क्रेडिट कार्डों के आधार पर एयर इंडिया द्वारा टिकटों की बिक्री

3990. श्री प्रभीश प्रधान: क्या नागर विमानन मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या एयर इंडिया अपनी टिकट बिक्री खिड़कियों पर क्रेडिट कार्ड के आधार पर टिकटों की बिक्री करती है; और

(ख) क्या क्रेडिट कार्डों का इनेडान लेने वाली मशीन को अच्छी हालत में रखने के लिए कोई प्रबंध किया गया है; यदि हां, तो उसका ब्यौरा क्या है?

नागर विमानन मंत्री (श्री सी॰ एम॰ इब्राहिम): (क) जी, हां।

(ख) अनुरक्षण एजेंसी की सहायता से मशीनों को अच्छी हालत में रखा जाता है।

Irregularity and deficiencies in Indian Airlines Services

3991. DR. RANBIR SINGH:
SHRI RAM NATH KOVIND:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether large number of complaints have been recieved from the passengers of the Indian Airlines regarding irregularity of schedules, delays and deficiencies in other services during the last two financial years;

(b) if so, the details thereof flight sector-wise;

(c) whether Government propose to take some steps to ensure that similar nature of complaints are not received in future; and

(d) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF CIVIL AVIATION (SHRI C.M. IBRAHIM): (a) and (b) The number of complaints received from passengers of Indian Airlines during the last two financial years are as under:—

	1995-96	*1996-97*
Delays	224	127
Other services	2456	1840

(c) and (d) The working of Indian Airlines is regularly monitored with a view to improving its performance and service to its passengers. Indian Airlines has taken various steps in following areas to improve its services:—

(i) Product Improvement.
(ii) Commercial Initiatives.
(iii) Passenger facilitation.

DGCA Circular for Minimum Flight Crew Requirements

3992. SHRI MOOLCHAND MEENA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether circular No. 5-16/93-R&D "A", Part-I dated the 29th March, 1994, issued by DGCA for minimum flight